

# DELL RESTITUTION FACT SHEET

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## **Who is eligible for restitution under the Dell multi-state settlement?**

Anyone who bought Dell goods or services after April 1, 2005 **AND** experienced one or more of the following may be eligible for restitution:

- A problem with a Dell financing offer
- A problem with a Dell rebate
- A problem with Dell financing
- A problem with a Dell repair, warranty or servicing

## **How will I know if I'm eligible?**

1. First you have to complete a claim form and submit it to the Consumer Protection Unit per the claim form's instructions. We ask that ten (10) days after sending the claim form to the Consumer Unit, you call to confirm that the Unit is in receipt of your form.
2. Your claim will be reviewed. If you are not eligible, you will be notified that you are not eligible and you will be sent a complaint form so that your complaint can be processed through normal channels. If you are eligible, you will be mailed a check once all claims have been received and evaluated.

## **When will I get my check?**

The claim period ends April 13, 2009. All claims must be filed and postmarked by no later than that date. Dell then has until June 22, 2009 to mail the checks to eligible claimants.

## **I received the claim form and I have questions about how to fill it out.**

We cannot give you direct assistance in completing the claim form. We can only ask that you identify the problems you experienced and that you do the best you can to provide specific dollar amounts that you paid out-of-pocket to Dell in an effort to resolve one or more of the problems that you have identified.

## **I no longer have any invoices, statements or documents relating to my problems or purchase. Can I still file a claim?**

Yes. We are not going to require you to produce documentation that you no longer have in order to file a claim. We may, however, need to work with you and/or Dell to verify your claim and claim amount. As such, it is important that you provide the Consumer Unit with your daytime contact information in the event we need to reach you to discuss your claim.

**I already filed a complaint with your office against Dell. Do I need to also file a claim?**

Yes. If you filed your complaint recently, we will send you a claim form if 1) your complaint was not resolved or 2) we reviewed your complaint and believe that the issues in your complaint may make you eligible for restitution.

**If you have further questions or require additional assistance, please contact the Consumer Protection Unit at (401) 274-4400, extension 1.**